MITEL

NuPoint Unified Messenger

Messaging User Guide
Release 3.0

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Mitel NuPoint Unified Messenger
Messaging User Guide
Release 3.0
December 2008

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Introduction

About Your Voice Mail

Mitel® NuPoint Unified Messenger™ allows you to manage your voice mail, Record-A-Call (RAC), fax, and Microsoft® Outlook® email messages from a touch-tone phone as well as from your PC.

Voice mail, Record-A-Call, fax, and email are all "messages" that are accessible through your voice mailbox and that you access using a menu system. The Voice Mail menu provides access to most of the voice mailbox features and options including fax messages. Any voice mail user can access this menu. The Email menu only provides access to emails and is available only to users with the Advanced Unified Messaging feature with Text-to-Speech option.

In addition to accessing your messages over the phone, you can now play and manage your voice messages from your Microsoft Outlook inbox. You install a plug-in player that allows you to play voice messages from your email inbox over your PC speakers or over the phone. To use this feature, you must have the Advanced Unified Messaging feature. For more information, see “Using Your PC for Fax Messages” on page 19.

A Speech Auto Attendant (SAA) is also available to place calls to people by using voice commands. The SAA is a speech-enabled application that allows you to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, you can say a department name or telephone number. A tutorial introduces you to the system features, and voice-based help is available to answer questions. See “Speech Auto Attendant Optional Feature” on page 32 for more information.

Note: Depending on how your mailbox is configured, you may not have all of the options described in this guide. Refer to your System Administrator for more information.

About This Document

This guide provides instructions on the functionality of the Mitel® telephone user interface (TUI), Mitel Outlook Client Plug-in, and Speech Auto Attendant. If you use another supported email client, please refer to the *Web View Help* for more information. Also refer to the NuPoint Unified Messenger *Mitel TUI Quick Reference Guide* on http://edocs.mitel.com/UG/Index.html.

Your Telephone

Before using the voice mail features of your system, familiarize yourself with your telephone.

- Message key - Used to call the NP-UM Voice system and access your mailbox.
- Keypad - Used to make menu selections within the voice mail system.
- Message light - Used to indicate when you have new voice messages in your mailbox.

- Softkeys - Used to select many of the voice mail menu options. To select a menu option that appears in the telephone display, you can press either the associated context-sensitive softkey that appears in your phone's digital display or the keypad digit for the option.

Note: The softkey names used in this guide may differ slightly depending on your telephone. For example, the **Del** (delete) softkey may appear as the **Discard** softkey, on specific phones.

Preparing to Access Your Mailbox

Before accessing your mailbox, be sure to get the following information from your System Administrator:

- the NP-UM Receptionist number (optional)
- the NP-UM Voice system access extension
- your mailbox number
- your default passcode.

If you have any problems or questions about procedures, consult your System Administrator.

Accessing Your Mailbox

All of your voice messages will reside in your personal "mailbox", which is passcode protected. Your System Administrator will assign you a temporary passcode to use the first time you access your mailbox. How you log into your mailbox will depend on whether you're calling from inside or outside your company.

Inside Your Company

From your own extension

1. Dial the internal NP-UM Voice access number.
2. Enter your passcode when prompted.

From another extension

1. Dial the internal NP-UM Voice access number.
2. Press the * key when prompted to enter a passcode
3. Enter your mailbox number followed by the * key.
4. Enter your passcode when prompted.

Outside Your Company

From an outside line

1. Dial the external NP-UM Voice access number.
2. Enter your mailbox number followed by the * key.
3. Enter your passcode when prompted.

From an outside line to the automated receptionist

1. Dial the NP-UM Receptionist number.
2. Press the * key to access the NP-UM Voice system.
3. Enter your mailbox number followed by the * key.
4. Enter your passcode when prompted.

Setting Up Your Mailbox

When you access your mailbox for the first time, a user tutorial automatically activates. This tutorial guides you through your first mailbox session, explains how to record a greeting and your name, and prompts you to change your temporary passcode.

Tip: After playing or sending messages, the system may return you to a previous menu with different options than the menu you were just using.

Menu Overview

For an illustration of the menu overview, refer to the NuPoint Unified Messenger *Mitel TUI Quick Reference Guide* (http://edocs.mitel.com/UG/Index.html).

Greetings

After opening your mailbox, you will be asked to record one or more greetings that callers will hear when they call your mailbox. For example, you may record one greeting that callers hear when your line is busy (such as, "I'm currently on the phone and unable to take your call") and a different one when you're not at your phone (such as, "I'm currently away from my desk").

If your System Administrator has enabled the Extended Absence Greeting feature for your mailbox, you can also record an Extended Absence Greeting. This greeting allows you to inform callers of an extended absence. Callers cannot press a key to skip the greeting. At the end of the greeting, callers can either transfer to the attendant or leave a message.

Note: Once recorded, the Extended Absence Greeting is effectively enabled. This means that all callers being forwarded to your mailbox will hear the extended absence greeting. Once you log into your voicemail, you will be prompted to press 1 to retain your Extended Absence Greeting, or to press 2 to disable the Extended Absence Greeting.

If your System Administrator has disabled message delivery for the Extended Absence Greeting, then after the greeting, callers will only be able to transfer to the attendant. See "Greetings, Name and Passcode" on page 11.

Name

You will be prompted to record your name so that the system can:

- Address you when you call into the system (for example, "Hello, Jane Smith").
- Inform other users when a message comes from you (for example, "4:45 p.m., from Jane Smith").
- State your name to other users when they address messages to your mailbox (for example, "Jane Smith").

Passcode

You will always be prompted for your passcode before accessing your mailbox. The first time you access your mailbox, you will use the temporary passcode assigned by the System Administrator. During the tutorial, you will be prompted to change your passcode to a number containing 4 to 10 digits. Define a passcode that you can easily remember, but do not select an obvious code like "1234".

Note: Passcodes are required only if you wish to protect your privacy; you can choose not to have a passcode by pressing 0000 when prompted during the tutorial.

When your mailbox is set up, you’re ready to start using the NP-UM Voice features.

Playing Messages

When you access your mailbox to retrieve your messages, the system tells you how many messages you have ("You have 2 urgent messages and 2 unplayed messages.") For Advanced Unified Messaging (UM) users with the Text-to-Speech (TTS) option, the system tells you how many voice mails and emails you have ("You have 2 unplayed messages, 1 saved message, 3 unplayed emails, and 1 saved email).

You access voice mails and emails from separate menus. After the message summary, Advanced UM with TTS users can access either the voice mail or the email menu. You can exit either menu to access the other one.

Note: Advanced UM users who do not have the TTS option cannot access the email menu.

Accessing the Voice Mail and Email Menus

After you access your mailbox

- If you are a regular voice mail user, you are already in the Voice Mail menu.
- If you have the Advanced UM with TTS feature, you press 8 TUV to access the Voice Mail menu or 3 DEF to access the Email menu.

Playing Your Messages

After accessing either the Voice Mail menu or the Email menu, press

- 7 PQRS or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first. Then, depending on your mailbox settings, you may have the option to play unplayed or saved messages first; otherwise, your unplayed messages will be played first.

Note: If the date and time option is enabled on your voice mail system, the system will automatically play this information at the beginning of each message. Refer to your System Administrator for more information.

While Listening to a Message

At any time during message playback you can

Press this key, *OR*	Press this softkey	To perform this action
	More then **Pause**	Pause the message for 30 seconds.
	←	Move back five seconds within the message.
	Æ	Move forward five seconds within the message.
	Skip	Skip to your next message.
	More then **Play**	Return to the beginning of your previous message.

Note: You may not have access to all of the options above, depending on how your mailbox is configured. Refer to your System Administrator for more information.

When You Have Finished Listening to a Message

At the end of a message, you can

Press this key, *OR*	Press this softkey	To perform this action
	Play (or **Restart**)	Play the message again.
	Answer	Answer the person who sent the message. When you are finished recording your answer, press or the **Send** softkey to send it and continue your session. Then press to send your answer to additional mailboxes if you wish.

Press this key, *OR*	Press this softkey	To perform this action
	Give	Give the message to another mailbox, distribution list, or off-system telephone number. The system will also give you the opportunity to record additional comments before sending the message to someone else. When you have added your comments, press or the **Send** (or **Exit**) softkey and continue your session. Then press to give the message to additional mailboxes if you wish.
	Keep	Keep the message. Kept messages can be accessed only after you have skipped through your unplayed messages and message receipt queues.
	Del (or **Discard**)	Discard the message.

Note: If you accidentally discard a message, you can retrieve it by immediately pressing or the **Undelete** softkey. If you press any key other than the key immediately after discarding the message, you will not be able to retrieve the discarded message.

Note: You may not have access to all of the options above, depending on how your mailbox is configured. Refer to your System Administrator for more information.

Making Messages

To make a message, you must first access your mailbox by calling the system access number and entering your passcode. You can then make a voice message before or after listening to any unplayed messages in your mailbox. Remember that you can address your messages to other mailboxes, distribution lists, and off-system telephone numbers.

Making a Voice Message

Recording a voice message

1. Press 6 MNO or the **Make Message** softkey to make a message.
2. Enter the recipient's number or, to dial by name, press the specific key assigned to this feature on your voice mail system, and then dial the recipient's last name and first name until the system recognizes the name.

Note: The system will automatically announce the specific key to press to dial by name. This is a configurable feature and thus the key to press will vary for each voice mail system.

3. After the system confirms the recipient's name, enter the names or numbers of any other intended recipients (for example, you may wish to send a single message to all members of a certain committee, telling them the time and place of the next committee meeting).
4. When you have finished addressing your message, press # or the **Record** softkey.
5. Begin recording your message after the tone. (You may press 1 to pause during recording and then any key to resume recording, or you may use the **Pause/Resume** softkeys.)

Sending a message when you have finished recording

Once you have finished recording, you may choose to send, review, modify, cancel, or specify special delivery for your voice message, by selecting from the following options:

Press this key, *OR*	**Press this softkey**	**To perform this action**
9 WXYZ	Send	Send the message and exit to the main menu.
2 ABC	Append	Add to the recording.
3 DEF	Del	Delete the recording and start over.

Press this key, *OR*	Press this softkey	To perform this action
	Review	Replay the message.
	End Record	Access **message addressing options** such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press or the **Send** (or **Exit**) softkey to send your message and exit to the main menu.

Note: If you regularly send messages to multiple users, consider creating personal distribution lists to make addressing your messages even easier (see “Distribution Lists” on page 12).

User Options

The user options menu allows you to listen to the user tutorial, change your greetings, record your name, and define your password, create voice mail distribution lists, and select call scheduling options.

Accessing User Options and User Tutorial

Press 8 TUV or the **Options** softkey to access user options from the main menu.

You can press 8 TUV at any time to go through the user tutorial again.

Greetings, Name and Passcode

When you first set up your mailbox (see “Setting Up Your Mailbox” on page 4), you recorded a greeting and your name and selected a passcode. The user options menu allows you to change these at any time. You should update your greeting(s) regularly — for example, to let callers know whether you're in or out of the office.

From the user options menu, you can

Press this key, *OR*	**Press this Softkey**	**To perform this action**
4 GHI	Greetings	Change your greeting(s). You can record a Primary greeting and one or more Conditional greetings. Record Conditional greetings you want callers to hear when your line is busy (e.g., "I’m currently on the phone and unable to take your call"), when you’re not there (e.g., "I’m currently away from my desk"), or for extended absences ("I will be away until October 15th,..."). You can now press 2 ABC to record or change your conditional personal greeting, 7 PQRS to record or change your primary personal greeting, or 4 GHI to enable your Extended Absence Greeting. After you have recorded your greeting, press 3 DEF or the **Chng** softkey to select which greeting—Primary or Conditional—you want your callers to hear.
6 MNO	Change Name	Re-record your name.
7 PQRS	Passcode	Change your passcode.

Note: You may not have access to Conditional greetings, depending on how your mailbox is configured. Refer to your System Administrator for more information.

Distribution Lists

A distribution list allows you to record a single message and then send it to a large number of people without addressing them each individually. You can use distribution lists whenever you make a message, or give a message to someone else.

Creating or modifying a distribution list

1. Press 5 JKL or the **Dist Lists** softkey from the user options menu.
2. Enter the number of the distribution list, ensuring the first digit is always zero (0).
3. Press 6 MNO to record a name for the distribution list (e.g., "product planning committee"). The system will play this name each time you address messages to this distribution list.
4. Press 2 ABC to add members to the list; press 3 DEF to drop members.
5. Enter the numbers or names of users you wish to add or drop.
6. Press 7 PQRS if you would like the system to play back the list of members you have selected.
7. Press 9 WXYZ to exit to the main menu.

Note: All personal distribution lists must begin with the number 0.

Using a distribution list

- Instead of entering a mailbox number, enter the number of the distribution list you want to use. The system reads back the number of the distribution list.

Call Schedule Options

- NP-UM WakeUp allows you to program NP-UM Voice to call you at a specific telephone number at a specific time. You can schedule wakeup calls for Monday through Friday, weekends, every day, or as needed.
- Message Delivery allows you to define a schedule so that if a message arrives in your mailbox, NP-UM Voice will call you at a specific telephone number at a specific time so that you can retrieve the message.
- Paging allows you to define a schedule so that when a message arrives in your mailbox, NP-UM Voice notifies your pager.
- Future Delivery Audit allows you to audit any message scheduled for future delivery. You can schedule delivery of any message up to 365 days in the future using the message addressing options menu (see “Sending a message when you have finished recording” on page 9).

Record-A-Call Optional Feature

The Record A Call feature allows you to use your NP-UM Voice system to record your telephone conversations.

Note: You may be required by law to inform the other party that you are recording the conversation. For specific instructions, consult your System Administrator.

Recording while on a Two-Party Call

Your system may be programmed to automatically begin recording external calls when you or the other party answers. Contact your System Administrator for details.

If your system does not automatically record conversations, you must press a **Record** key to begin recording while you are on a two-party call. What key you press depends on whether the Softkey feature is available on your phone. The following phones support softkeys:

- Superset 4150
- 5140 IP
- 5240 IP

Recording using softkeys

- To begin recording while you are on a two-party call, press the **Record** softkey that appears on your phone's digital display screen.

Pausing or resuming recording during a call

- To pause the recording press the **Pause** softkey.
- To resume recording after pausing, press the **Resume** softkey.

Stopping the recording

- To stop the recording without saving the recorded conversation, press the **Stop** and **Erase** softkeys.
- To stop and save a recording, press the **Stop** and **Save** softkeys.

Note: Your administrator may configure your Record A Call settings to automatically save a recorded conversation when you hang up the phone. If auto-save is enabled, you can save the recorded call simply by hanging up the phone at the end of your conversation.

Recording using hard keys

- To begin recording a call using hard keys, press the **Record** key that your System Administrator has programmed on your phone.

Note: Using hard keys with Record A Call, you can only start a recording session. Your System Administrator must enable auto-save in order for your conversations to be saved automatically when you hang up the phone. Consult your System Administrator for more information.

Placing a call on hold while recording

- Putting a call on hold during the recording saves the recording, and sends it to your mailbox.
- Taking the call off hold starts a new recording session.

Note: Depending on system programming, hanging up, or pressing **TRANS/CONF** or a line appearance key, may also save the recording. Consult your System Administrator for details.

Listening to a Recording

To listen to a recorded conversation after the call has ended

1. Lift your handset.
2. Access your voice mailbox.
3. Follow the prompts to retrieve the recording, as you would to retrieve any regular voice message.

Fax Optional Feature

The Fax feature allows you to manage fax messages that are sent to your mailbox, using the TUI. You can retrieve unplayed fax messages, play a voice message that accompanies a fax, send a fax to a fax machine, and deliver a fax (with or without a voice message) to another user.

Fax Delivery Options

You can access Fax delivery options from the User Options menu. From the Main menu, press 8 and then 3 to access the following Fax Delivery options:

Press this key	To perform this action
7	To send all unplayed fax messages in your mailbox to your default fax number.
6	To define a default fax delivery number. All your faxes will be automatically sent to this number when you press 3 from while you are in the Fax delivery menu.
2 From a fax phone	To fax into your mailbox a cover page that will become your Personal Cover Page. This page will be automatically included with all faxes that you send from your mailbox.
3	To toggle between enabling and disabling automatic fax delivery to your default fax number. Automatic fax delivery immediately sends all fax messages that arrive in your mailbox to your default fax number.

Playing and Printing Fax Messages

Fax messages are treated just like voice messages in your mailbox. When you access your mailbox to retrieve messages, the system will first tell you how many messages you have, for example, "You have 2 urgent messages and 4 unplayed messages with fax".)

From a Telephone

To play a fax message:

1. After accessing your mailbox, press 7 or the **Play** (or **Play Message**) softkey. Your urgent messages will automatically be played first.
2. For any fax messages, the system will prompt you to press 8 for fax delivery options. From this menu, you can:

- Press 4 to dial the number of a fax machine where you want the fax to be printed. Dial the number when prompted.
- The system will confirm the number. Press 2 to accept the number, or press 4 to dial a new number.
- After you press 2 to accept the number, press 9 to deliver the fax immediately to that number, or press 8 to schedule a time for future delivery.

3. If you have additional fax messages, you can send them to the same fax number you entered for the first number simply by pressing 4 and then #.

Note: You can also use the fax delivery options under the User Options menu (refer to the *Mitel TUI Quick Reference Guide*). Using this menu, you can set up a default fax delivery number. After you program that number, you can simply press 8 for fax delivery options (after playing the message with fax), and then press 3 to print your fax message.

From a Fax Phone

To retrieve and print a fax message from a fax phone:

1. After accessing your mailbox, press 7 or the **Play** (or **Play Message**) softkey, and then press 8 to access the Fax Delivery Options menu.
2. Press 7 to receive a fax message print out from that fax machine.
3. When prompted, press the Start button on the fax machine.
4. Once you receive the fax print-out, you can stay on the line to resume your mailbox session.

When You Have Finished Listening to a Fax Message

See “When You Have Finished Listening to a Message” on page 7.

Making a Fax Message (Without Voice)

You can send a fax message to a recipient’s mailbox, using a fax phone. You can send the message directly from your company’s fax system or from your own mailbox. If you send a fax from your company’s fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

From Your Company Fax System

Note: Your name will not be included in the recipient's message header.

1. From a fax phone, dial your company Fax system access number.
2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
3. You will hear the recipient's personal greeting. At the tone, press the Start button on the fax machine to send your fax.
4. After the fax has been sent, you can press 8 TUV to mark the message urgent, or you can press 9 WXYZ 9 WXYZ to leave a message for another mailbox.

From Your Own Mailbox

Note: Your name will be included in the recipient's message header.

1. Access your mailbox, and when you hear your own greeting, press *.
2. Enter your passcode.
3. Press 6 MNO to make a message.
4. Enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
5. Once the system confirms the recipient's name, enter the names or numbers of any other intended recipients.
6. When you are finished addressing your fax message, press 5 JKL to leave a fax, and then press the Start button on your fax machine to send your fax, or press * for more options.
7. After the fax has been sent, you can press 9 WXYZ to send the message; or press 6 MNO to access message addressing options such as urgent delivery, future delivery, confidential, and return receipt. Once you have selected from these options, press 9 WXYZ 9 WXYZ to send your message and exit to the main menu.

Making a Fax Message (With Voice)

You can send a combined voice and fax message to a recipient's mailbox, using a fax phone. You can send the message directly from your company's fax system or from your own mailbox. If you send a fax from your company's fax system, your name is not included in the message header; and if you send a fax from your own mailbox, your name is included in the message header.

From Your Company Fax System

Note: Your name will not be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter the recipient's mailbox number, or to dial by name, press the appropriate keys to dial the recipient's last name followed by their first name until the system recognizes the name.
3. You will hear the recipient's personal greeting. At the tone, record a voice message.
4. When you are finished recording your voice message, press the Start button on your fax machine to send your fax.
5. After the fax has been sent, you can press 8 TUV to mark the message urgent, or you can press 9 WXYZ 9 WXYZ to leave a message for another mailbox.

From Your Own Mailbox

Note: Your name will be included in the recipient's message header.

1. From a fax phone, dial your company's Fax system access number.
2. When you hear the system greeting, enter your own mailbox number.
3. When you hear your own greeting, press *.
4. Enter your passcode.
5. Press 6 MNO to make a message, and then follow the instructions for sending a voice-only message from your mailbox (including addressing).
6. At the tone, record a voice message.
7. When you are finished recording, press 5 JKL to leave a fax, and then press the Start button on your fax machine to send your fax, or press 9 WXYZ for more options.

Using Your PC for Fax Messages

You can also use your PC to manage fax messages. The Fax feature allows you to add the Fax Printer driver to your Printers folder. Using Fax Printer, you can send faxes from any application with a Print function.

Faxes can also be sent from the Web View interface. For information about sending faxes from the Web View interface, refer to the *Web View Help*.

Note: Cover sheets must be in TIFF format.

Downloading and installing Fax Printer

To use the Fax Printer for fax messages, you must first download and install it from the Web View interface.

To download and install the Fax Printer driver:

Note: To install the Fax Printer driver, you must have local administrator rights on the PC.

1. If you have Fax Printer previously installed, remove the application with Add/Remove Programs in Control Panel:
   - Click **Start** > **Control Panel**, and then open **Add or Remove Programs**.
   - Select **Mitel NuPoint Fax Printer Driver**, and then click **Change/Remove**.
   - Restart your computer once the removal has been completed.
2. Log in to the Web View interface and click on the **Downloads** tab.
3. Click on **Download Fax Printer**.
4. In the Security Warning window, click Run to run FaxPrinter.exe. The installation will start automatically.
5. Click **Next** on each dialog. When prompted, accept the Terms of Use.

The Fax Printer driver is now installed.

Sending a Fax

Faxes can be sent using the NuPoint Fax Printer using any software with a Print function.If you wish, you can set up a Personal Cover Page (see Fax Delivery Options) or create Custom Cover Pages. If you have a Personal Cover Page, it will be the default cover page for faxes you send.

Any file in TIFF format can be used as a Custom Cover Page. You can save multiple Custom Cover Pages to customize your faxes for their recipients.

To Send a Fax using the NuPoint Fax Printer:

Note: Before sending a fax for the first time, obtain the fully qualified domain name or IP address of the NP-UM server from your System Administrator.

1. Open the document and select **Print**. In the print menu, select **NuPoint Fax Printer** from the list of available printers.
   OR
   If NuPoint Fax Printer has been set up as your default printer, right click on the document in Windows Explorer and select **Print.**

   When the document is ready to be sent to the server, the NuPoint Fax Client window will appear.
   If you have never sent a fax before or the client could not connect to the server, the **Server Settings** tab will display:

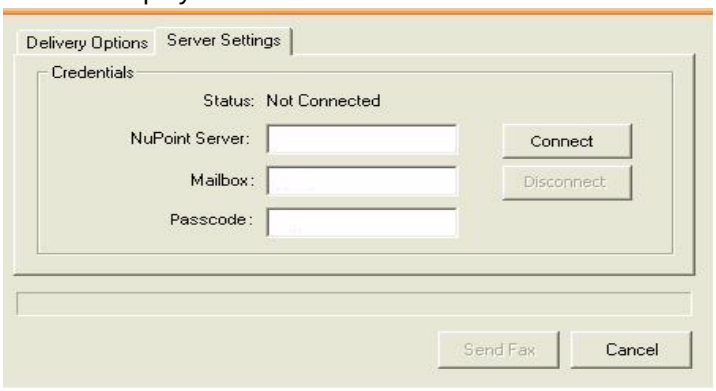

Figure 1: Server Settings Tab

Note: If your mailbox password changes, you will need to update the Server Settings tab with the new password the next time you send a fax.

2. Enter your credentials to connect to the server.
   a. In the **NuPoint Server** field, enter the fully qualified domain name (FQDN) of the server.
   b. In the **Mailbox** field, enter your NP-UM mailbox number.
   c. In the **Passcode** field, enter your NP-UM mailbox passcode.
   d. Click Connect. The Status will update to **Connected.**

3. Click on the **Delivery Options** tab. .

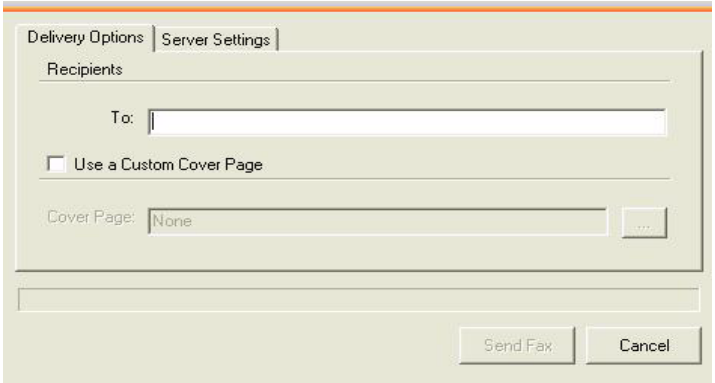

Figure 2: Delivery Options Tab

   a. In the Recipients field, enter the list of recipients (NP-UM mailbox numbers or fax numbers), separated by commas.

Note: For external fax numbers, include any digits that must be dialed from your system to reach an external line.

   b. If you wish to use a Custom Cover Page, select the **Use a Custom Cover Page** check box.

   c. Enter the full name of the cover page OR click on the **Browse...** button to select it

Note: If you do not use a Custom Cover Page, the server will use your Personal Cover Page, or, if you do not have one, the System Cover Page.

   d. Click on the **Send Fax** button.

When the fax has been received by the server, a popup will display with the message **The fax is successfully queued for delivery**. If the fax cannot be sent, you will receive a message in your voice mail to notify you of the failure.

When you send your next fax, the Server Settings tab will not display unless the Fax Printer could not connect to the server, for example, if your password has changed.

Viewing and Forwarding Fax Messages

To View a Fax Message:

- Open the message from your e-mail inbox and view the attached document.
- From the **Messages** tab in the Web View interface, click on the **Play** button. The fax will open in a TIFF viewer.
- From your telephone, send the fax to a fax machine.

To Forward a Fax Message:

- From the Messages tab in the Web View interface, click on the **Forward Fax** button to forward the message as a fax.

OR

- From the Messages tab in the Web View interface, click on the **Forward** button to forward the message as an attachment to an e-mail.

Using Your PC for Voice Messages

You can install the Mitel Outlook Client Plug-in to use Microsoft Outlook 2007 to manage your voice mails. The plug-in installs the Mitel Networks QuickPlay player and the Unified Messaging toolbar in your Microsoft Outlook email client (see below). The QuickPlay player allows you to use the phone or your PC speakers to listen to your voice messages, while the toolbar enables you to reply to, forward, and manage your voice messages as well as create and send new voice messages with either voice mail or email. The toolbar also enables you to launch the Web View from Outlook.

Note: Microsoft Outlook has an Explorer and an Inspector window. The Explorer window is the main window that displays the list of messages for the user, while the Inspector window is the window that displays a message when it is opened.

There are four types of NP-UM messages supported by the Mitel Outlook Client Plug-in: voice messages, confidential voice messages, Record-A-Call messages, and fax messages. Each of these messages has unique icons to identify the specific message type.

Note: If a voicemail message is moved from the Inbox to a personal folder, the message is deleted from the telephone user interface (TUI). If the message is then moved back to the Inbox, it is deleted since the associated TUI message has been deleted. The message may reside in the Deleted folder if the permanent delete configuration parameter is disabled. See your System Administrator for more information.

You must be a NuPoint Unified Messenger Advanced Unified Messaging user to install and use the Outlook Client Plug-in.

Notes:

1. You can reply to emails with email messages only.
2. The Outlook Client Plug-in requires Microsoft® Outlook 2000, XP, 2003, or 2007.
3. The plug-in works with the Microsoft® Windows 2000, XP, 2003, or Vista operating systems. For Windows Vista, only the following versions are supported: Vista Business, Vista Enterprise, and Vista Ultimate.
4. PC sound cards and PC speakers are optional since you can use the Call Me/Meet Me feature to listen to messages.

Install the Outlook Client Plug-in

Note: Once you have installed the plug-in, Outlook takes slightly longer to open and close. Avoid restarting Outlook immediately after closing it.

Before You Begin

Obtain the following information from your System Administrator before you begin this procedure:

- The location of the **OutlookClientPlugin.exe** file;
- The NuPoint Unified Messenger platform fully qualified domain name (FQDN).

Note: To install the Outlook Client Plug-in, you must have local administrator rights on the PC.

To install the Outlook Client Plug-in

1. Close Microsoft Outlook if you have it open.
2. If you have the Outlook Client Plug-in previously installed, remove the application with Add/Remove Programs in Control Panel:
   - Click **Start** > **Control Panel**, and then open **Add or Remove Programs**.
   - Select **Outlook Client Plug-in**, and then click **Change/Remove**.

   Note: Prior to Release 12.0, the Outlook Client Plug-in was called "Multimedia Outlook Plug-in". You may see this name under the Add or Remove Programs list if you have an older version of the plug-in installed.
3. Navigate to the **OutlookClientPlugin.exe** file for the Outlook Client Plug-in, then double-click the file and click **Run**. You may have to click Run a second time if you get a security warning. The Outlook Client Plug-in Setup window opens.

   Note: The **OutlookClientPlugin.exe** file can be installed from either the CD or the Downloads tab in the Web View interface. This tab may not be available to all users as you need to have the Outlook Client Plug-in download enabled on your mailbox. See your System Administrator for more information.
4. If you are asked to remove the existing application, click **OK**.
5. Click **Next.** The User Settings window opens.
6. Enter the fully qualified domain name (FQDN) of the NuPoint Unified Messenger platform, and click **Next**. The Choose Destination Location window opens.
7. Click **Next** to accept the default setting for the location or click **Browse** to place the files in another location.
8. Click **Yes** when the system asks you if it should create a folder. The Start Copying Files window opens.
9. Click **Next.** The software installs, and then the User Profiles Information window opens.
10. Select the Logon User Names for the people using the PC who require the customized Outlook security settings for the Outlook Client Plug-in. Enabling a user name will prevent the appearance of security warnings for that user when the Outlook Plug-in is opened.
11. Click **Enable**, and then **Close**. The InstallShield Wizard Complete window opens.
12. Click **Finish**.
13. Open Microsoft Outlook, and click **Tools**, **Options**, and then the **Unified Messaging** tab.
14. In the Automatic Play section, select the type of automatic play for the voice messages. These settings are optional. See “Set Up Message Playback” on page 25 for details.
15. In the Phone section, enter the phone number or extension in the **Phone number or extension** field. See “Set Up Message Playback” on page 25 for details.

16. In the Unified Messaging Profile section, click **Messaging Profile** to enter your **Mailbox** and **Passcode** numbers. These numbers let you access your Personal Web Page from the Profile button on the Outlook plug-in toolbar and also provide identification for the playback of your voice messages.
17. Click **OK**.
18. Click **OK** again.

Enable Additional Outlook Plug-in Users on a PC

You can enable additional Outlook Client Plug-in users on a PC where the plug-in is installed, using an account with administrator privileges on that PC.

To enable additional user(s)

1. Log in to the client PC, using an account with administrator privileges on that PC.
2. Navigate to the following file: **C:\Program Files\Mitel Networks\Outlook Client Plug-in\EnableMOPonOutlookXP.exe**.

Note: You can also navigate to this file from the Start menu. The path to the file is as follows: **Start>All Programs>Mitel>Outlook Client Plug-in>Outlook Security>EnableMOPonOutlookXP.exe**.

3. Open the **EnableMOPonOutlookXP.exe** file, select the new user(s) from the User Profiles Information list, and then click **Enabled**.

Set Up Message Playback

You can set up your message playback to play messages when you open (double-click) the message or when you highlight (single-click) the message in the inbox. The following procedure enables you to set up both kinds of playback as well as configure message play over the phone and through the PC speakers.

1. Open Microsoft Outlook, and click **Tools**, **Options**, and then the **Unified Messaging** tab.
2. In the Automatic Play section, select the type of automatic play for the voice messages.
   - If you want the voice message to be played over the PC speakers or the phone when the voice message file is opened (that is, after double-clicking the voice message in the Inbox), click **Auto-play when opening**.
   - If you want to automatically hear the voice message over the PC speakers when the voice message is highlighted (that is, by a single click on the voice message in the Inbox), click **Auto-play when previewing**.
3. In the Phone section, ensure that the phone number or extension is entered. If it is not entered, you will only be able to listen to your voice messages via the Meet Me feature by calling into your voicemail.

Note: The phone number or extension entered in this field is the one that will be used by the Call Me feature to listen to voice mail messages and to record greetings and distribution list names.

4. Click **OK**.

Notes:

1. The Mitel QuickPlay toolbar is available so you can stop, play, pause, fast forward, or review your voice messages. You can toggle the Playback Device button to on or off and change your auto-play options with the "Auto-play when previewing" check box. If you need to launch the Mitel QuickPlay toolbar, click on the QuickPlay button on the Microsoft Outlook toolbar. The QuickPlay button will appear depressed when the Mitel QuickPlay toolbar is open.
2. If you have Microsoft Outlook open on a PC and then you open Microsoft Outlook using the same account on another PC, you will have to restart Microsoft Outlook on the original PC in order to receive full functionality of the Outlook Client Plug-in.
3. The Mitel QuickPlay toolbar provides an "Auto-play when previewing" check box so you can change your auto-play preference there as well. This setting will also change your auto-play setting in Tools/Options.
4. The Mitel QuickPlay toolbar provides a Playback Device button that temporarily turns the telephone playback on or off

Configure Access to the Unified Messaging Profile

You need to configure access to the Unified Messaging profile in order to login and configure additional mailbox settings.

1. Open Microsoft Outlook, and click **Tools**, **Options**, and then the **Unified Messaging** tab.
2. Click on the **Messaging Profile** button. The Unified Messaging Profile window appears.
3. In the **NuPoint Server FQDN** field, enter the Fully Qualified Domain Name of the NuPoint Unified Messenger server.

Note: If you provided the name or IP address of the NuPoint Unified Messenger server during the installation of the Mitel Outlook Client Plug-in, then the FQDN field will already contain this value. If the field is blank, contact your System Administrator for this information.

4. In the **Mailbox** field, enter your mailbox number.
5. In the **Passcode** field, enter your Unified Messaging password.
6. Click **OK** to save the settings.

Unified Messaging Toolbar

Once the Mitel Outlook Client Plug-in has been installed, the Unified Messaging Toolbar appears in the Microsoft Outlook Explorer window. Menu items for some of these tasks are also added to the Microsoft Outlook File, View, Tools and Actions menus.

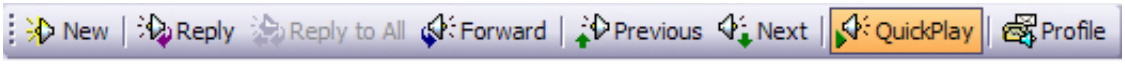

Figure 3: Unified Messaging Toolbar (in Outlook)

Note: This toolbar is also available in the Microsoft Outlook Inspector window. However, the QuickPlay and Profile buttons are not available in this window.

The following buttons are available on the toolbar:

- **New**: Creates a new voice message. This option is also available in the Microsoft Outlook File and Actions menus, as well as the standard toolbar.
- **Reply (with Voice)**: Sends a reply to the sender of a NP-UM message with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Reply to All (with Voice)**: Sends a reply to the sender of a NP-UM message and all of its recipients with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Forward (with Voice)**: Forwards a NP-UM message to another user with a voice message. This option is also available in the Microsoft Outlook Actions menu.
- **Previous (NP-UM message)**: Locates the NP-UM message that appears before the currently selected NP-UM message.
- **Next (NP-UM message)**: Locates the NP-UM message that appears after the currently selected NP-UM message.
- **QuickPlay**: Allows a user to open and close the QuickPlay toolbar in the Microsoft Outlook Explorer window.
- **Profile**: Allows a user to login to the Unified Messaging profile to configure additional mailbox settings. This option is also available in the Microsoft Outlook Tools menu.

Note: This button is only available when the Unified Messaging profile is configured in Microsoft Outlook options. See “Configure Access to the Unified Messaging Profile” on page 26 for instructions.

QuickPlay Toolbar

Once the Mitel Outlook Client Plug-in has been installed, the QuickPlay toolbar appears in the Microsoft Outlook Explorer window.

The QuickPlay toolbar is used for playing messages and consists of the QuickPlay multimedia controls, a status bar, and a Call Me/Meet Me button that allows you to connect to your NP-UM mailbox and play back messages through the telephone.

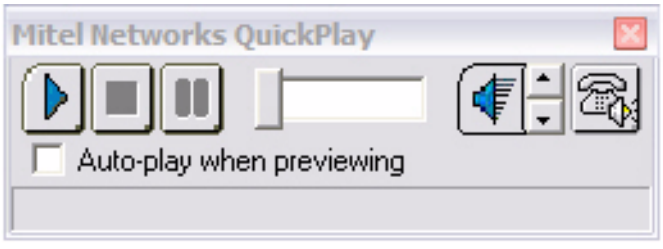

Figure 4: Mitel Networks QuickPlay Player (in Outlook)

Play a Voice Message in Outlook

If the message playback settings are set to "Auto-play when previewing", simply highlight the message in the inbox, and the message will automatically play over the PC speakers.

Note: Fax and confidential voice messages cannot be played through the PC speakers.

If the message playback settings are set to "Auto-play when opening"

1. Highlight the message in the inbox.
2. If the Mitel Networks QuickPlay player is not visible, click **QuickPlay** in the Unified Messaging toolbar.
3. To play the message over the PC speakers, click the play button in the QuickPlay player.
4. To play the message over the phone in a Call Me/Meet session, click the phone button in the QuickPlay player.
   - If your phone number or extension is configured in your Outlook options for Unified Messaging, the system dials the number (Call Me session). When you answer the phone, the message is played.
   - If your phone number or extension is not configured in your Outlook options for Unified Messaging, you must now call in to your voice mailbox and log in (Meet Me session). Once you are logged in, the message is played.

For more information about the Call Me/Meet Me feature, refer to the *Web View Help*.

Notes:

1. While a message is playing, you can use the Stop, Pause, and volume buttons on the QuickPlay player. However, if a message is playing in Call Me or Meet Me mode, the pause and volume buttons are not available.
2. While the QuickPlay player is playing a Call Me /Meet Me message over the phone, do not click "Profile" in the UM toolbar to launch the Web View OR click any button in the Web View since the Call Me/Meet Me session will close.

Reply to a Voice Message in Outlook

You can reply to a voice message in Outlook with another voice message that you send as an email attachment. You will require a Call Me or Meet Me connection to record a message. Refer to the *Web View Help* for instructions on how to set up a Call Me or Meet Me session.

1. Log into a Call Me or Meet Me session.
2. Highlight the message in the inbox, and then click **Reply** or **Reply to All** in the Unified Messaging toolbar. The RE: <subject> window opens.
3. Verify the recipients and enter any new names.
4. Click the record button and then record your message over the telephone through a Call Me or Meet Me session. When you have finished recording, click the stop button.
5. Click **Send**.

Forward a Voice Message in Outlook

You can forward a voice message that you received in Outlook as an attachment to an email. You can record a new voice message attachment to send with the email. You will require a Call Me or Meet Me connection to record a message. Refer to the *Web View Help* for instructions on how to set up a Call Me or Meet Me session.

1. Log into a Call Me or Meet Me session.
2. Highlight the message in the inbox, and then click **Forward** in the Unified Messaging toolbar. The FW: <subject> message window opens.
3. Enter the message recipients.
4. Click the record button and then record your message over the telephone through a Call Me or Meet Me session. When you have finished recording, click the stop button.
5. Click **Send**.

Send a New Voice Message in Outlook

You can create a new voice message and send it as an email attachment. You will require a Call Me or Meet Me connection to record a message. Refer to the *Web View Help* for instructions on how to set up a Call Me or Meet Me session.

Note: You can only open one new voice recording form in Outlook at a time. If you try to open more than one new voice recording form, an error message will appear.

1. Log into a Call Me or Meet Me session.
2. In the Unified Messaging toolbar, click **New**.
3. Enter the message recipients and subject.
4. Click the record button and then record your message over the telephone through a Call Me or Meet Me session. When you have finished recording, click the stop button.
5. Click **Send**.

Navigate Voice Messages in Outlook

To navigate the voice messages in Outlook, use the **Previous** and **Next** buttons in the Unified Messaging toolbar.

Launch Web View from Outlook

To launch the Web View interface from Outlook

1. In the Unified Messaging toolbar, click **Profile**.
2. If you see a Security Warning, click **Yes** to continue. The login page for the Web View is displayed. You can now log in to the Web View. For more information on the Web View,

refer to the NuPoint Unified Messenger *Web View Help* on http://edocs.mitel.com/UG/Index.html

Text-to-Speech (TTS) Optional Feature

The text-to-speech (TTS) feature allows you to listen to Microsoft Outlook email messages from the NP-UM Voice mailbox. The text of the email message is converted to speech and played back over the phone.

Note: TTS is only available with the Advanced Unified Messaging feature.

You can access text-to-speech options from the Message System Choice menu.

Note: You need to have TTS enabled in order to access this menu. Contact your System Administrator for details.

From the Message System Choice menu, press

to access the following text-to-speech options:

Press this key	To perform this action
	Play text-to-speech message again.
	Keep text-to-speech message.
	Delete text-to-speech message.
	Exit the menu.

Playing a Text-to-Speech Message

To play a text-to-speech message:

1. After accessing the Message System Choice menu, the system will prompt you to either play your unread email messages or your read email messages.
2. Select 1 to play the unread email messages or 2 to play your read email messages. The system will begin playback of the message in the following order: subject, sender name, date, time, and body of message. If the email message contains an attached file, the system will provide notification that a file attachment is present. The importance of the email is also indicated.

   Once you have listened to the desired email message, you can:

   - Press 5 to keep the message;
   - Press 3 to delete the message;
   - Press 7 to play the message again;
   - Press 9 to exit from the Message System Choice menu.

Note: Before exiting, the system will play a summary of the total number of voicemail and email messages remaining in the mailbox.

Speech Auto Attendant Optional Feature

The NuPoint Unified Messenger Speech Auto Attendant (SAA) is a speech-enabled application that allows you to place calls to people quickly and efficiently by speaking their names. In addition to placing calls by name, you can say a department name or telephone number. An online tutorial introduces you to the system features, and voice-based help is available to answer questions.

The Speech Auto Attendant routes incoming calls based on spoken commands. Typically, you say the name of the person you want to speak to and the system transfers your call to the requested party. The Speech Auto Attendant also supports up to 15 departments and allows you to call any of the department numbers or names. See “Making Calls” on page 34 for detailed calling instructions.

The SAA has the ability to store four numbers per person and provides you with the option to select which of your phone numbers will be the default Speech Auto Attendant number. Refer to the *Web View Help* for instructions on how to configure your default phone number.

The following features are available with the Speech Auto Attendant application:

- **Call by Name:** You can place calls to any person in the company directory by saying a person’s name.
- **Call by Number:** You can place calls to any number in the company directory by saying a phone number (extension).
- **Call by Department:** You can place calls to any department in the company directory by saying a department name.
- **Touchtone (DTMF) Dialing:** You can place calls to any number in the company directory by using the keypad to enter the digits.
- **Universal Commands:** You can use several generic voice commands (such as "help" or "operator") to navigate through the system. See “Universal Voice Commands” on page 33 for more information.
- **Barge-in:** You can interrupt a system prompt with a speech or keystroke command. The Speech Auto Attendant will stop playing the prompt and responds to the command.

Note: Barge-in is an optional feature of the Speech Auto Attendant and must be enabled on your mailbox. Refer to your System Administrator for details.

- **Tutorial:** The Speech Auto Attendant provides a tutorial which allows you to record your name (if you are a new user), or use the existing recorded name from your voice mail system. It also introduces you to the system features.
- **Presence:** The Speech Auto Attendant provides the ability to determine and playback the current presence state of the matched person prior to transferring your call. Presence refers to the person’s availability in relation to the telephone (ie. busy, away, do not disturb etc.). The presence status information is for reference only, and thus a call will be transferred no matter what the presence status of the called party may be.

Note: Presence is an optional feature of the Speech Auto Attendant and must be enabled on your mailbox. Refer to your System Administrator for details.

- **Disambiguation:** The Speech Auto Attendant provides the ability to transfer calls to the operator for multiple directory matches (i.e. two people named "John Doe" in the same directory). You will be notified of the duplicate names and immediately transferred to the operator, who will ask for more details in order to transfer your call to the right person.
- **Error Handling:** The Speech Auto Attendant responds to an error by instructing you to retry the command. After two recognition errors, the system will transfer your call to the operator.
- **Timeout:** The Speech Auto Attendant will time out when it detects no speech or DTMF input. Help prompts will be played to aid you in choosing an action.

Speaking Tips

The Speech Auto Attendant responds to natural speech commands. When you become more comfortable with the prompts, you can use Barge-in to navigate through the system prompts more quickly.

When you are speaking to the Speech Auto Attendant, follow the guidelines below:

- Speak clearly, but don’t shout.
- Speak at your normal pace, that is, not too slowly and not too quickly.
- In noisy environments, do not use speaker phones as the background noise will affect the speech recognition success rate.
- If you are prompted to confirm a name, answer only "Yes" or "No". If you answer "No", wait for the system prompt before you state the name again.
- If the system does not recognize a name, it may be because the name is not programmed into the system or because your pronunciation of the name is not in the system. Contact your System Administrator to have the name added or to have the pronunciation corrected.

Universal Voice Commands

The following voice commands are available from anywhere within the Speech Auto Attendant system:

- **Cancel** or **Stop**: Terminates the current operation.
- **Operator**: Transfers your call to the operator.
- **Repeat**: Replays the most recent prompt.
- **Help**: Plays the list of available help commands.
- **Tutorial**: Starts the system tutorial.
- **Auto Attendant**: Transfers the call to the Speech Auto Attendant.

Making Calls

You can use the Speech Auto Attendant to place calls either with voice commands or digit dialing.

Placing a Call with Voice Commands

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to your voice commands.

To place a call using voice commands:

1. Dial the Speech Auto Attendant access number.
2. When the Auto Attendant answers, say one of the following:
   - the first and last name of the person that you want to call;
   - a department name; or

Note: You can listen to all the department names that are programmed in the system by speaking the "department" command.

   - a phone number (speak the number one digit at a time).
3. The system confirms the requested name and then dials the number associated with your spoken command.

Note: If, after two attempts, the Speech Auto Attendant cannot recognize the name of the person or department that you are trying to call, you will be routed to the operator.

4. If the Presence feature is enabled, the system will also indicate the presence state of the called party. The presence status information is for reference only, and thus the call will be transferred no matter what the presence status may be.

Placing a Call with Digit Dialing

The Speech Auto Attendant can call contact names or departments that are programmed in the company directory by responding to the digits that you press on the keypad.

To place a call using digit dialing:

1. Dial the Speech Auto Attendant access number.
2. When the Auto Attendant answers, enter the digits to dial on the keypad.
3. The system confirms the requested number and then dials the digits that you selected.

Note: If, after two attempts, the Speech Auto Attendant cannot recognize the number of the person or department that you are trying to call, you will be routed to the operator.

4. If the Presence feature is enabled, the system will also indicate the presence state of the called party. The presence status information is for reference only, and thus the call will be transferred no matter what the presence status may be.

Cancelling a Call

You can cancel a call in progress in one of two ways.

To cancel a call:

- Say "Cancel" or "No" before the Speech Auto Attendant says "Dialing"; or
- Press 0 (zero) before the Auto Attendant says "Dialing". This command will cancel the call and the system will automatically route your call to the operator.

Calling the Operator

You can call the operator from anywhere in the system.

To call the operator:

- Say "Operator" or "Zero" at any time; or
- Dial 0 at any time.

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